Protecting your mail

AUSTRALIA POST

We do all we can to make sure your mail is delivered safely to your letterbox but, after that, it's up to your letterbox to keep it safe until you collect it. With identity theft on the rise it's more important than ever to protect your personal details, and therefore your mail. We strongly recommend that you protect your mail by installing the right sized letterbox for the volume of mail you receive and also by fitting a lock to your letterbox to deter would-be thieves.

It's also a good idea to arrange for someone you know to clear your mail for you when you go on holidays, or take advantage of the Australia Post Mail Holding Service.

Of course, if you want the convenience of early delivery, you may wish to consider leasing a post office box. By leasing a post office box your mail is kept under lock and key until you're ready to collect it.

For more information about post office boxes or our mail holding service, visit our website auspost.com.au, ask at your local post office or call our Customer Contact Centre on **13 13 18**.

The perfect letterbox

Your letterbox should be large enough for the mail you regularly receive but, as a minimum, an A4 envelope should be able to lie flat inside, so that your mail is not protruding and in easy reach of people passing by. Please make sure that your letterbox doesn't have any sharp or jagged edges.

The best size letterboxes are those with the

230 mm wide (left to

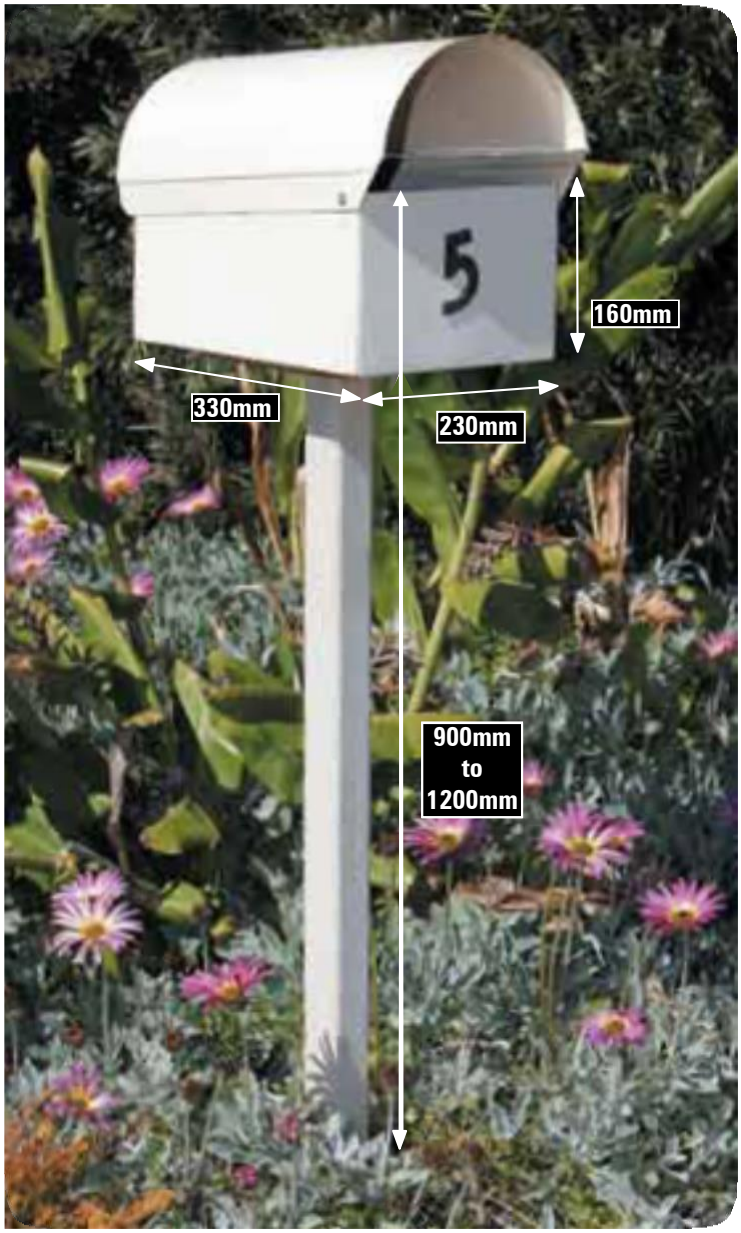
330 mm deep (front to

160 mm high (from top to

The slot should be the full width of your letterbox, but not large enough for someone to fit their hand through

The elevation of the letterbox slot should be between 900 mm and 1200 mm above the ground.

By sticking closely to these measurements, and installing a box with a lock, you will know you have done all you can so that your mail will fit easily into your letterbox and stay there safely until you collect it.



Where should it be?

Your postie needs to have easy access to deliver your mail so your letterbox should be clearly in view and positioned on the boundary of your property, on the fence next to your driveway, or in a similar position with the number of your property clearly displayed.

Please remember that your letterbox should be positioned in a spot that is clear of obstacles like trees, shrubs and rocks.

Need to know more?

We are happy to provide advice on the best place for your letterbox and can also provide specific advice on cluster letterboxes for residential developments and apartments, industrial complexes, retail shops, and commercial or professional buildings.

For more information
please call our Customer Contact Centre
on **13 13 18**.